



# Avaya

## 7765X Exam

**Avaya Workforce Optimization Select Implementation and Support**

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## Version: 9.0

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**Question: 1**

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What are three ways to assign eLearning courses/quizzes? (Choose three.)

- A. Interaction playback
- B. Learn>Library
- C. Management
- D. Coaching
- E. Evaluation

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**Answer: BCE**

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**Question: 2**

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What are two options for agents/supervisors when they disagree with an evaluation score? (Choose two.)

- A. They can decline the evaluation.
- B. They can appeal the evaluation.
- C. They can escalate it with the superior.
- D. They can click on the disagree button in the evaluation view mode.

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**Answer: BC**

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**Question: 3**

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In Employee Manager, which Bulk Action is not possible?

- A. Bulk Change the Supervisor Association
- B. Bulk Change of Privileges
- C. Bulk Change of Queue Association
- D. Bulk Change the Recording Configuration

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**Answer: A**

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Reference:

<https://downloads.avaya.com/css/P8/documents/101025311> (43)

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**Question: 4**

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When an Interaction is Flagged for QA, where can the QA Analyst see this interaction?

- A. Plans
- B. Evaluate > My Assignments
- C. Adhoc Evaluations
- D. View Evaluations
- E. Distribution Pool

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**Answer: B**

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**Question: 5**

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In which two ways can you tag additional meta-data information with a call that is being handled by Agents, without any third-party integration? (Choose two.)

- A. by utilizing the API calls provided by a third party
- B. by using Desktop Monitor > Learning Console
- C. by manually entering into MS Excel and import back into application
- D. by managing the Tags feature in the application

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**Answer: BD**

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**Question: 6**

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What does the Desktop Monitor application support?

- A. all browsers but not Windows applications
- B. only the Internet Explorer browser
- C. only the Chrome browser
- D. all Windows applications and browsers

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**Answer: B**

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